

# MANUAL TRANSMITTAL

Department  
of the  
Treasury

Internal  
Revenue  
Service

1.17.5

FEBRUARY 1, 2000

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## PURPOSE

This transmittal revises 1.17.5, Distribution Management

## BACKGROUND

IRM 1.17, Multimedia Publishing is revised annually.

## NATURE OF CHANGES

IRM 1.17.5 is updated to provide new information on the Internal Management Document Distribution Systems (IMDDS) and also to update Area Distribution Center Operations information.

## EFFECT ON OTHER DOCUMENTS

None

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5.1 (02-01-2000)

**Overview**

- (1) The distribution program is designed to provide scheduled, timely, and economical distribution of products used by the public and Internal Revenue Service. This section provides information on the following areas of the Distribution Program:

- Annual Order (AO), Service Center (SC), and Monitor Reorder Point (MRP) Programs
- Control of Serially Numbered Forms
- Distribution Supplementary Information List (DSIL)
- Internal Management Documents Distribution System (IMDDS)
- Training Publications Distribution System (TPDS)
- Area Distribution Centers (ADCs)

5.2 (02-01-2000)

**Annual Order (AO), Service Center (SC), and Monitor Reorder Point (MRP) Programs**

- (1) AO and SC Programs include products with consistent usage that are more cost effective to distribute on an annual basis directly to the Service Centers (SC's) and Area Distribution Centers (ADC's) from a printer.
- (2) MRP Program distributes products with low usage to the ADCs. Field offices place orders with the ADC to request stock on an as needed basis.
- (3) There are five Distribution Programs:
  - Monitor Reorder Point (MRP) Program Code 01
  - Annual Order 1 (AO1) Program Code 02
  - Annual Order 2 (AO2) Program Code 03
  - Service Center 13 Program Code 13
  - Service Center 15 Program Code 15

5.2.1 (02-01-2000)

**Product Reference Material**

- (1) Product and distribution information can be found on Multimedia Production Division's intranet website at [www.publish.no.irs.gov](http://www.publish.no.irs.gov), which provides:
  - Catalog Number
  - Distribution Program
  - Print Analyst
  - Distribution Analyst
  - Revision Information
  - Originating Office/Originator

- (2) Product information can also be found Document 7130, IRS Published Product Catalog.

5.2.2 (02-01-2000)

**Stock Resupply Process**

- (1) Stock resupply involves several phases. Products are surveyed, then transferred and/or printed, based on formalized production schedules.

5.2.2.1 (02-01-2000)  
**Survey Process**

- (1) Products on the SC and AO programs will be surveyed once a year. There are two SC and two AO surveys each year that cover different products. The survey schedule and timeline are provided in 5.2.2.2.
- (2) The SC's will confirm survey information by:
  - a. Contacting Liaison Representatives for each area using the product to determine if program changes will occur during the survey period that will impact on usage and determine the amount of stock in work area.
  - b. Inventory of each product on the survey by cycle count or physical count to ensure balance on hand information is accurate.
  - c. Updating the Stock, Inventory Management Custom Ordering System (SIMCO) and the Facilities Requisition Processing System (FRPS) with all verified information.
  - d. The SC's will transmit survey information to National Office on the Computer Assisted Publishing System survey by the date requested.
  - e. The ADCs usage information will be prepared by the requirements analyst by running usage reports in the Centralized Inventory Distribution System (CIDS).

5.2.2.2 (02-01-2000)  
**Reprinting or Transferring Stock**

- (1) The AO/SC requirements analyst will determine if stock transfers or reprinting of products is needed. If reprinting is needed, a Form 1767, Publishing Services Requisition, and Form 2040, Distribution List, will be prepared. The delivery schedule for receipt of stock on AO and SC products is provided in the table shown below. If stock transfers are needed, they will be requested and should be completed within 48 hours of the request.

Processing Steps	Service Center Forms Schedule		Annual Order Forms Schedule	
	SC 13	SC 15	AO1	AO2
National Office to Provide Survey to SC's by:	June 1	Dec 1	July 1	Jan 1
Service Center to return Survey to NO by:	July 13	Jan 15	Aug 15	Feb 15
Requirements Analyst to redistribute Field Stock and/or submit 1767/2040 by:	Aug 1	Feb 1	Sept 1	Mar 1
Originator Funding and Print Process Complete by:	Dec 1	June 1	Feb 1	Aug 1
Field to Receive Stock from Resupply by:	Dec 15	June 15	Feb 15	Aug 15
Usage Month Begins:	Jan 1	July 1	Mar 1	Sept 1

- (2) Products on the MRP Program are ordered directly from the ADC's by placing an order. When stock levels reach the reorder point established for each product, the MRP requirements analyst will determine if stock should be redistributed or reprinted. If a reprint is needed the Form 1767 and 2040 will be prepared.

5.2.2.3 (02-01-2000)  
**Requesting  
Stock Transfers**

- (1) Should shortages of stock occur between survey periods, AO and SC forms can be requested by SC's and ADC's by placing an TF order. Transfer for shortages on MRP products can be requested by submitting an order with the ADC's.
- (2) The requirements analyst will resolve requests for transfers of stock within 48 hours of receiving the request.
- (3) The SC's and ADC's will complete transfers within 48 hours of receiving the request. Transfers requested by TF order will be closed out in the TF order program within 24 hours of completion of the transfer request.

5.2.2.4 (02-01-2000)  
**Warehousing  
and Inventory  
Control**

- (1) SC's and ADC's should establish receiving and inventory control methods that ensure:
  - high quality products are distributed
  - sufficient stock is available to meet customer needs
  - government printing cost are kept low
- (2) SC's and ADC's should establish procedures that provide accurate records for
  - receiving products
  - quality review of products
  - issuing stock
  - keeping records consistent with ESN
  - stock disposals on excess stock and revision dispose products
  - transaction history that provides a logical audit trail
  - transfer requests
  - effective use of warehouse space
  - accurate data is captured for stock requirements planning

5.2.2.5 (02-01-2000)  
**National Office  
Forms Print  
Requests**

- (1) Form 1767, Publishing Service Requisition, and Form 2040, Distribution List will be prepared on an as needed basis to provide stock to SC's, ADC's, Computing Centers, etc.
- (2) It is the responsibility of the originating office's printing coordinator to monitor the control of Form 1767 requisitions received from Publishing Services Branch and to ensure that they are properly completed, funded, and returned within the time limit imposed on the requisition by Publishing Services Branch. This includes monitoring the requisitions (when they are public use items) through the Tax Forms and Publications Division.

Requisitions for reprints are allotted 30 days for approvals and funding. After 30 days, a follow-up contact with the originator will be made. Any delays encountered in obtaining authorization to print will be announced in DSIL.

- (3) It is the responsibility of the originating office to keep Publishing Services advised of any changes to originating office, originator, and printing coordinator.
- (4) The Form 1767, Publishing Services Requisition, must be filled out by the originating office and signed by the authorized person.

5.3 (02-01-2000)

### **Control of Security/Serially Numbered Forms**

- (1) Confirmation of secure delivery and the commercial printing procurement of serially numbered controlled forms made by the Publishing Services Branch is a matter of concern not only to the Branch but to the Service and the General Accounting Office.
- (2) Special shipping instructions are furnished to the manufacturer to guard against tampering. In the case of serially numbered forms, the distribution lists will contain the serial numbers to be shipped to each office.

5.3.1 (02-01-2000)

### **Shipping**

- (1) Manufacturers of serially numbered or otherwise security controlled forms will be required to make shipments either by Registered Mail, return receipt requested, by Air Express with protective signatures required, or by other accountable means approved by the Publishing Systems Modernization Branch.
- (2) Shipments of these forms among IRS offices must follow this same protective procedure.

5.3.2 (02-01-2000)

### **Receiving**

- (1) Field offices upon receipt of such shipments must immediately verify the serial numbers with those shown on the distribution list.
- (2) If incorrect serially numbered forms are received or if missing numbers are discovered in the shipment, district offices and SC's will immediately notify their Field Publishing Services (FPS) office by telephone. The FPS Office will then notify the responsible National Office printing specialist, who will determine from the facts reported whether the shipment must be replaced by the manufacturer or will be accepted as received with documentation of missing numbers.
- (3) Upon completion of verification, shipments of controlled items must be immediately accompanied to storage in a secure area. Degree of security will be commensurate with provisions outlined in IRM 1(16)41 plus any local requirements or interpretations identified by regional, district or service center security offices.



5.3.3 (02-01-2000)  
**Requisitioning**

- (1) The ADC's will confirm that only authorized personnel are ordering these items.
- (2) Each fall, directors are requested to submit specific order points and personnel who are authorized to order security forms. These designated personnel can order using Form 7130 or by calling the ADC.

5.4 (02-01-2000)  
**Distribution  
Supplementary  
Information List  
(DSIL)**

- (1) The DSIL provides field personnel with latest information on shipping, delivery, and availability of printed material. It also alerts the field to printing and distribution problems and schedule changes. The DSIL is issued weekly. The DSIL also contains:
  - IMDDS Program updates
  - Alert messages
  - Tax Forms Program information
  - Area Distribution Center and VITA/TPE listings
  - Listings of Internal Management Documents
  - Listings of Forms and Training Publications
  - Listings of Electronic Status Notices transmitted for the week
  - Listings of Obsolete Manual material
  - Tax Forms Program schedule and actual dates for OK to print, advance shipments and completed shipments
- (2) The DSIL is printed and shipped to a specific audience based on IMDDS File 81, distribution pattern #01499Z.

5.5 (02-01-2000)  
**Internal  
Management  
Documents  
Distribution  
System (IMDDS)**

- (1) IMDDS is a distribution system that automatically distributes internal management documents (IMDs) Servicewide. Examples of IMDs include: Internal Revenue Manuals (IRMs); Law Enforcement Manuals (LEMs); all-employee memorandums; all-manager memorandums; documents, publications, notices, brochures, etc. IMDDS is responsible for distributing IMDs to the appropriate IRS employees who need the information, instructions, or guidelines to perform their jobs.
- (2) IMDDS sends consolidated shipments of IMDs to main location(s) within every IRS building. Smaller, individually packaged and labeled shipments are contained within the consolidated shipment. The individual shipments, which should contain the appropriate quantity for each office in the building, are sorted by the room or stop number indicated on the label and delivered with the normal building mail runs. This process is referred to as "order point distribution." The goals of order point distribution are to save mail costs (by sending only a minimum number of shipments to each building), to eliminate the need for extra handling (no counting or sorting is required), and to ensure the timely delivery of all published products (in appropriate quantities).
- (3) IMDDS data must be adjusted to correct the following problems:
  - an office receives an incorrect quantity (too many or too few),

- an office receives a product that is not needed by employees in that office,
  - a product is not received in an office where employees need the information to perform their jobs, or
  - the labeled package is sent to an incorrect room or stop number.
- (4) It is the responsibility of all IRS employees to help correct these problems. IMDDS' streamlined processes allow these changes to be easily and quickly reported, input, and corrected within a two-week time frame with a minimum of effort by the employees whose shipments are incorrect.
- (5) IMDDS Coordinators are available to assist IRS employees resolve all distribution issues. Functional IMDDS Coordinators are located in all SCs, ADCs, and most host sites. National IMDDS Coordinators help to further resolve issues; recommend IMDDS improvements; and act as liaisons between IRS customers, or Functional IMDDS Coordinators, and the source of the problems (through established channels).
- (6) Detailed instructions about the IMDDS Program are contained in Document 10809, Desk Guide for Multimedia Production Division Employees, and Document 7130, IRS Published Product Catalog. Document 7130 can be ordered through the ADCs.

## 5.5.1 (02-01-2000)

**Program Criteria**

- (1) IMDDS distributes a wide assortment of internal management documents. In order for IMDs to be distributed using an IMDDS File Pattern, they must meet most of the following criteria:
- ALL products that contain information for all IRS employees or all IRS managers.
  - ALL products that contain information for all employees (or all managers) within a specific functional area (e.g. Criminal Investigation, Operations, etc.).
  - After a distribution pattern is established, which requires information from the originator, all of the products' quantities are maintained by the IRS offices (not the originators).
  - Products are for internal-use.
  - Product's audience must be definable.
  - The distribution pattern, which consists of offices (order point numbers) and associated quantities, must be repetitive.
  - Product (or the defined audience for the product) must be distributed (to) at least three times a year.

## 5.5.2 (02-01-2000)

**Centralized  
Address File  
(CAF)**

- (1) All IRS distribution programs use Multimedia Production Division's CAF data to ship published products to IRS offices. All offices are identified by a unique nine-digit "order point number" (OPN). Generally, the main building address (usually a mailroom) is called the primary OPN. OPNs generally equate to a room or stop number.

- (2) OPNs must be used to order published products from an area distribution center. When a telephone assister inputs the nine-digit OPN, the correct mailing address is automatically associated with the order. This saves time for both the caller and the telephone assister and eliminates all address-related keypunch errors.
- (3) In addition to capturing the correct mailing address for each OPN, the CAF also maintains employee/manager count data for every order point in the country. These counts are the basis for IMDDS all-employee and all-manager distributions.
- (4) Monitoring the number of each product ordered for distribution and making timely changes to the CAF should be performed to eliminate waste. Document 7130, IRS Published Products Catalog, (Catalog Number 63740X), which is sent to every IRS order point, contains instructions for IRS employees to correct all Centralized Address File data.

#### 5.5.3 (02-01-2000) **Generating IMDDS Lists and Labels**

- (1) Because the CAF data changes on a daily basis, IMDDS accesses the CAF address and employee/manager counts to establish part of its database. Therefore, when IMDDS lists and labels are generated, they reflect the current data. Delays in using the IMDDS lists and labels cause increased problems since these ongoing changes are not reflected. The longer the lists and labels remain unused, the more problems will be encountered at IRS offices that receive the materials.
- (2) It is not possible to generate lists and labels, send them to the printing contractor, and mail the products, before some of the data changes. However, to reduce the problems experienced by IRS offices because of these discrepancies, IMDDS lists and labels should be generated as close to the shipping date as possible and never more than 30 days from the actual ship date. If for any reason a printing contractor does not use the IMDDS lists and labels within 30 days, they must be destroyed and replaced with a current set. Also refer to Multimedia Production Division Procedure 168.

#### 5.5.4 (02-01-2000) **Order Fulfillment**

- (1) As stated in 1.17.5.5, IMDDS automatically distributes internal management documents Servicewide. In addition to the automatic shipments, many products also require that stock be sent to the area distribution centers to fill requests for additional quantities. NOTE: For products that meet the On-Demand Printing Program Criteria, electronic files or reproducible copies should be substituted for "stock."
- (2) Regardless of the method that ADCs will use to perform order fulfillment, the following guidelines will help Printing Specialists and Inventory Management Specialists determine when order fulfillment of internal management documents is appropriate. Also refer to Multimedia Production Division Procedure 170.

- (3) ADCs print copies of all IRMs and LEMs to perform order fulfillment. The IRM is also available on CD-ROM for order fulfillment. Electronic files are transmitted to the appropriate ADC for all IRMs and LEMs. With the exception of memorandums, all other IMDs should be sent to at least one ADC if the:

- product has continuing usage;
- product is to be distributed to seasonal employees who are currently furloughed but will be rehired for the filing season (e.g. service center, area distribution center and Customer Service Call Site employees, etc.); or

**Note:** Refer to Multimedia Production Division Procedure 170 for specific instructions about “Off Roll” employee deferred distribution.

- originator cannot identify the entire intended audience. There should NOT be order fulfillment if the product:
  - has time-dated information, which is not relevant after the immediate time the product is distributed;
  - is ONLY for one time use to the predetermined audience who is on-board at the time the product is printed; or
  - will NEVER be reprinted.

5.6 (02-01-2000)

### **Training Publication Distribution System (TPDS)**

- (1) TPDS is a computer-assisted order fulfillment and inventory control program that provides printed course material for the Service Corporate Education activities. The Central Area Distribution Center (CADC) provides Corporate Education order fulfillment services and almost all of the program printing and print on-demand services.

5.6.1 (02-01-2000)

### **Content of TPDS**

- (1) TPDS provides a record keeping and reporting system that verifies stock quantity and is used to produce the Training Material Catalog, Document 6398A. The Catalog is a cross-reference listing of course and training publication numbers. The TPDS series of Catalog Numbers range from 80000 to 89999. Catalog numbers between 80000 and 82999 are reserved for courses; Training Publications use Catalog numbers 83000 to 89999. TPDS consists of the following:

- Training Publications
- TPDS Orders
- Ordering Process

**Note:** Training Publications refer only to those printed items that have been assigned Training Publication Numbers.

5.6.2 (02-01-2000)

**Ordering  
Training  
Materials**

- (1) TPDS Orders consist of the following types:
- Class Sets for ordering training publications, support material, and other course material (public and internal use forms , etc.), required for a specific class
  - Casual Requests for ordering copies of a specific Training Publication for general use (limited to 10 copies)
- (2) Use the cross-reference information in the Training Material Catalog, Document 6398A when you research TPDS Catalog numbers. Submit Form 6697, IRS Distribution System Address Record Update to your local IMDDS coordinator to establish a TPDS Account number. Complete the order request and either telephone or fax the request to the Central Area Distribution Center (CADC). Document 6398A, Training Materials Catalog has the telephone number, fax number, and mailing address of CADC. When ordering training material from the CADC:

IF	Then
The order is for course material	Prepare Form 5542, TPDS Training Requirements
	Provide:
	TPDS Account Number
	Class Dates
	Course Catalog (TPDS) Number
	Other Material
	Limit your request to 7 items and 10 per item
the order is for a casual order	Prepare Form 5542A, TPDS Casual Requirements
	Provide:
	TPDS Account Number
	Date Needed
	Item Number and Catalog (TPDS) Number

5.7 (02-01-2000)

**Area  
Distribution  
Centers (ADC's)**

- (1) The Service has three Area Distribution Centers (ADCs) located in Richmond, VA, Bloomington, IL, and Rancho Cordova, CA. The ADCs receive, warehouse, inventory, and distribute multimedia products. They also take written and telephone orders as well as perform order fulfillment services for customers needing multimedia products.

5.7.1 (02-01-2000)

**Mission of  
ADC's**

- (1) The ADC's provide taxpayers and other customers a variety of IRS products that help them understand and meet their tax responsibilities. The ADC's are organizationally assigned to Logistics Branch in Multimedia Production Division.
- (2) The IRS has three Centers:
  - Eastern Area Distribution Center (EADC) is in Richmond, Virginia.
  - Central Area Distribution Center (CADC) is in Bloomington, Illinois.
  - Western Area Distribution Center (WADC) is in Rancho Cordova, California.
- (3) Each ADC serves public and internal customers within a designated area. Each also administers at least one nationwide specialty program.

5.7.2 (02-01-2000)

**Principles of  
ADC Operations**

- (1) Measure ADC effectiveness against these principles:
  - Plan and administer assigned distribution programs and methods that support the IRS Mission.
  - Focus resources on customer requirements for products and services.
  - Employ media and technology which respond to the IRS changing culture and environment.
  - Respond promptly to customer needs.
  - Identify and use innovative product and service delivery methods.
  - Distribute products uniformly and fairly.

5.7.3 (02-01-2000)

**ADC Software  
Systems**

- (1) ADCs use two software systems for operations:
  - The Centralized Inventory and Distribution System (CIDS)
  - The Computer Assisted Publishing System (CAPS)
- (2) The CIDS maintains ADC inventory. ADC employees enter most orders into CIDS. CIDS also generates picking tickets which are used to fill orders and serve as packing lists for the customer.
- (3) The CAPS maintains product specification information. Orders for several specialty programs are entered in CAPS and downloaded to CIDS.

5.7.4 (02-01-2000)

**Inventory  
Management**

- (1) ADCs use effective inventory management practices to achieve these goals
  - Distribute high quality products.
  - Maintain sufficient stock to meet customer needs.
  - Keep government printing costs low.
  - Use warehouse space efficiently.
  - Capture accurate data for stock requirements planning. .

5.7.4.1 (02-01-2000)

**Inspecting the Quality of Printed Products**

- (1) Check each incoming shipment against the bill of lading.
  - Confirm that the product received is the product listed on the bill.
  - Check that the number of cartons received matches the number shipped.
  - Verify that carton size and pallet size meet IRS specifications.
  - Verify that carton and pallet stacking will allow safe storage.
  - Look for obvious external damage to the shipment.
- (2) Select a sample of cartons for additional inspection.
  - Confirm that carton labels are correct.
  - Verify that cartons contain the correct product quantity and revision.
  - Check that carton filler is sufficient to prevent carton collapse when stacked.
- (3) Inspect the product.
  - Is it fit for use?
  - Can the customer easily read the print?
  - Is text cut off any pages?
  - Are pages missing?
  - Are pages correctly numbered?
- (4) If defects are found during the inspection, prepare the appropriate documentation on Form 4459, Printed Product Trouble Report. Fax the report to Tax Products Branch at 202-622-6629 or send it to:  
Tax Products Branch Rm 1231  
1111 Constitution Ave.  
Washington DC 20224  
Refer to Multimedia Procedure 158 A, Area Distribution Center (ADC) Trouble Reports, for additional information.

5.7.4.2 (02-01-2000)

**Putting Stock Away**

- (1) Put all stock away within 24 hours of the time it enters the receiving dock.
  - Verify the stock receipt.
  - Post the receipt to CIDS and Publishing Services Data Support (PSD).
  - Verify that all inventory data entered into CIDS is accurate.
  - Put stock in storage.
- (2) Immediately notify the security controller when security items arrive. Store security items in an appropriately secured area.

5.7.4.3 (02-01-2000)

**Verifying Inventory Accuracy by Cycle Counting**

- (1) Cycle counting verifies inventory accuracy by counting a few items every day and matching the count against CIDS inventory records and reconciling differences. It concentrates efforts on high-volume and valuable items.
- (2) These are the three methods of cycle counting:
  - Control group counting

- Location audits
- Random counting

- (3) Use random counting and submit the required reports weekly.
- (4) If random counting identifies inventory discrepancies, use location audits and control group counting to find the cause of errors.
- (5) All discrepancies must be corrected through the use of CIDS inventory adjustments.

5.7.4.4 (02-01-2000)  
**Completing  
 Stock Movement  
 Orders**

- (1) Stock Movement Orders (SMOs) are instructions to move products from one location to another.
- (2) Generate a SMO every time you move stock. This is an essential part of inventory control because SMOs:
  - Create an audit trail for the movement of stock throughout the ADC
  - Provide a usage indicator by matching specific distribution programs with associated stock quantities
  - Provide an indicator of specific distribution program impact on ADC operations
  - Increase inventory accuracy
- (3) For some distribution programs, CIDS automatically generates the SMO to move stock to the order fulfillment line.
- (4) Generate the SMO manually when you:
  - Move stock to the order fulfillment lines for a specialty program that does not generate automatic SMOs.
  - Put away an initial stock shipment.
  - Move stock within the warehouse.
  - Return stock to the warehouse.
  - Transfer stock to another ADC.
  - Discard surplus stock.
- (5) Notify the appropriate manager of stock movements made without generation of a SMO.

5.7.4.5 (02-01-2000)  
**Disposing of  
 Surplus Stock**

- (1) Consider all obsolete and excess printed products as waste. Use an appropriate GSA Wastepaper Contract to recycle paper.
- (2) Form 9298, Wastepaper Disposal Authorization, is used to remove obsolete products from production lines and warehouse locations.

5.7.4.6 (02-01-2000)  
**Establishing  
 Reorder Points**

- (1) A reorder point (ROP) is a stock level indicator established to alert inventory personnel that they may need to monitor inventory or take resupply action. A reorder point consists of a stock quantity and a period ending date.



- (2) Calculate and establish reorder points based on three factors:
  - Daily demand
  - Lead time for resupply
  - Safety stock levels.
- (3) Base the calculation on the appropriate demand type: seasonal or non-seasonal.
- (4) Enter the reorder points to CIDS.
- (5) Review the Reorder Point Report daily.
- (6) Review reorder points annually.
- (7) Analyze reorder point data to decide whether adjustments are necessary.

5.7.5 (02-01-2000)

#### **Receiving, Editing, and Transcribing Paper Orders**

- (1) Paper orders are received, edited, and entered into appropriate computer system for processing.

5.7.5.1 (02-01-2000)

#### **Performance Standards**

- (1) Complete the receiving and editing process within 24 hours of mail receipt.
- (2) Input all orders within 24 hours of receipt at the ADC.
- (3) If an ADC cannot input orders within 72 hours of receipt, National Office may transfer work to another ADC following Multimedia Procedure 164.

**Exception:** National Office WILL NOT transfer work when delays are due to CIDS system failure. .

5.7.5.2 (02-01-2000)

#### **The Receiving Process**

- (1) Open all envelopes. Use automated mail openers for high mail volumes.
- (2) Extract envelope contents and sort by order type. Order types should correspond to the categories of the ADC work planning and control system.
- (3) Assemble batches of 100 or fewer documents by order type. Create batches using manual or automated counting, measuring devices, or scales.
- (4) Complete Form 9197, Batch Transmittal, for each batch.
- (5) Place batches in the area designated.
- (6) Report volumes by order type on the daily Order Fulfillment Report.

5.7.5.3 (02-01-2000)

**The Editing Process**

- (1) Order Entry clerks identify orders that must be edited. Instead of transcribing problem orders, they place the orders in a designated problem bin. Here are some examples of problem orders that must be edited before transcription:
  1. Edit taxpayer addresses to ensure delivery is possible.
  2. Delete products which are not available in the ADC.
  3. Correct order quantities greater than the allowable quantity criteria. Refer to Section 5.7.6.3 for more guidance on quantity limitations.
- (2) Prepare Form 5753, Information About Your Order, for every changed or refused order.

**Exception:** If the taxpayer address can be corrected to permit delivery without other changes to the order, do not complete Form 5753.

- (3) The Order Entry Clerks' desk guide contains detailed directions for editing orders and preparing Form 5753.

5.7.5.4 (02-01-2000)

**Misdirected Mail and Remittances**

- (1) ADCs may receive IRS mail intended for other functions such as:
  - Tax returns
  - Tax remittances
  - Correspondence regarding issues other than form orders
  - Returns, remittances, or correspondence attached to form orders
- (2) Forward misdirected mail to the appropriate location. Returns and returns related information must be safeguarded using guidelines contained in Chapter 1 of IRM 1.3, Disclosure of Official Information Handbook and Document 10391, UNAX Employee Booklet.
- (3) Follow the requirements of IRM Part 5, Collection Activity for handling cash remittances.

5.7.5.5 (02-01-2000)

**The Data Transcription Process**

- (1) Input orders to the appropriate computer system. Enter orders on the correct screen for the specific order blank.
- (2) The Order Entry Clerks' desk guide contains specific guidelines for data transcription.

5.7.6 (02-01-2000)

**Toll-free Telephone Operations**

- (1) The telephone operations receive all telephone calls and enter all telephone orders. These include:
  - Public (800-829-3676) — receives calls from the general public to place forms orders and with general inquiries. This includes calls from individuals, businesses and tax professionals. Calls from tax professionals and callers needing assistance in Spanish are transferred to speciality gates for handling.
  - IRS — receives calls from IRS offices for internal use forms and forms for public distribution.

- BPOL — receives calls from banks, post offices and libraries participating in this program to order products for distribution. These calls are handled by the Central ADC only.
  - TPDS — receives calls from IRS offices for training products. This program is handled by the Central ADC only.
- (2) Order Entry Clerks at each ADC are responsible for answering the incoming telephone calls. On each call they will:
- Greet the caller courteously, identify themselves with their name and badge number and request the order.
  - Follow the guidelines in the Telephone Order Clerk Desk Guide for handling inquiries. This includes transferring calls to a specialty gate when appropriate.
  - Input the order to CIDS or CAPS as appropriate.

**Caution:** Do not end the call until the order has been added to the database.

**Exception:** If computer systems are down, take the order manually on Form 4190, Distribution Center Order for Tax Forms, or other appropriate order blank.

5.7.6.1 (02-01-2000)  
**Callers Who Do  
Not Have a  
Form Order**

- (1) Telephone calls will not always result in a forms order. Telephone Order Clerks will refer to their desk guide to handle inquiries such as:
- Callers wanting technical advice.
  - Callers wanting assistance on preparing a tax return.
  - Those wanting to report criminal activity.
  - Those wanting to state a complaint or compliment concerning an IRS employee.
  - Callers requesting restricted products or those not accepted by the database.
  - Callers wanting excessive quantities of any item.
  - Callers requesting services not provided by the Center.
  - Callers who use abusive or threatening language.

5.7.6.2 (02-01-2000)  
**Quantity  
Limitations**

- (1) Quantity limitations allow the ADC to fill requests fairly and uniformly for each customer group. These limitations alert the ADC to large orders which may impact inventory levels. CIDS automatically imposes some quantity limitations.
- (2) Follow these guidelines for quantity limitations.

IF	AND	THEN
the caller is	is ordering	the limit for each product is

IF	AND	THEN
An individual taxpayer		100 forms 5 publications 5 instructions
An employer		100 forms other than employer products unlimited quantity of employer products 5 publications 5 instructions
A post office representative	Items for redistribution through the Banks, Post Office and Library Program (BPOL)	WAIVED
A post office representative	Items not intended for BPOL program	100 forms unlimited quantity of employer products 5 publications 5 instructions
A library representative		WAIVED
A bank representative	Form 4789, Currency Transaction Report,	WAIVED
A bank representative	Employer items	WAIVED
A bank representative	Other items	100 forms 5 publications 5 instructions
A bank representative (participating in electronic filing)	Items for redistribution	WAIVED
Volunteer Income Tax Assistance (VITA) site	Items for redistribution	WAIVED
Tax Professional	Employer items	WAIVED

**Note:** Accept practitioner orders ONLY for Package X and employer items. Refer the practitioner to the Superintendent of Documents to purchase other items.

5.7.7 (02-01-2000)

### Order Fulfillment

- (1) Order fulfillment is the process of filling the orders taken on the telephones and transcribed from paper order blanks. CIDS and CAPS create picking tickets and batch them into groups of orders fitting particular fulfillment patterns.
- (2) Fill orders by the most efficient method for each order type. Select from these methods:

- Manually pick products from a multi-station line
- Manually pick products from a single station or booth
- Select products from automated equipment such as a stock carousel
- Address products with ink-jet or labeling equipment
- Fold and insert products into envelopes using automated equipment
- Completed orders are separated by transportation mode and scanned for closure.

- (3) Sort orders by shipping mode.
- (4) Move orders to shipping area.
- (5) Report the volume of orders filled by order type on the daily Order Fulfillment Report.

## 5.7.7.1 (02-01-2000)

**Performance Standards**

- (1) Fill public and internal orders within 48 hours of picking ticket generation.
- (2) Fill orders for redistribution outlets (planned shipments) within 24 hours of picking ticket generation.
- (3) Fill back-order picking tickets within 24 hours of picking ticket generation.

**Exception:** National Office may extend this time for high volume back-order releases.

- (4) If an ADC cannot fill orders within 72 hours of picking ticket generation, National Office may transfer work to another ADC.

## 5.7.7.2 (02-01-2000)

**Priorities**

- (1) At certain times an ADC may have less stock available than required for all customer needs. The ADC's have established guidelines for determining the priority of stock use. Follow these priorities for issuing stock in such situations.
  - Fill public orders before any special customer groups.
  - From October to December, focus resources on filling orders from IRS offices, BPOL outlets, and employers.
  - Send partial shipments to redistribution outlets ordering bulk quantities when inventory is not available to fill the total order quantity.
  - Copy tax forms to avoid taxpayer backorders.

## 5.7.8 (02-01-2000)

**Work Planning**

- (1) Each year Multimedia Production Division distributes ADC staffing resources based on prior year staff usage and anticipated program changes.
  - Use the allocated resources to develop specific work plans.
  - Include a copy of your plan with the annual Readiness Check.
  - Send the Readiness Check and work plan to the Chief, Logistics Branch, Multimedia Production Division.

5.7.9 (02-01-2000)

**Print on Demand**

- (1) Multimedia Production Division shall determine if a product fits the on demand product criteria.
- (2) Identify a program coordinator.
- (3) Maintain a library of reproducible items and electronic files.
- (4) Establish appropriate CIDS line profiles.
- (5) Copy the quantity requested for each order. Package and ship the order following normal ADC procedures.
- (6) Maintain records of jobs printed. Submit the information monthly to the On-Demand Printing Program Coordinator in National Office.

5.7.10 (02-01-2000)

**Quality Assurance**

- (1) Review each operation of the ADC based on the established guidelines.
  - Review telephone, data transcription, and order fulfillment according to the National Quality Assurance Plan.
  - Review Inventory accuracy. (Done by Logistics employees.)
  - Monitor product print quality. (Done by ADC Printing Specialist.)
- (2) Complete the appropriate review documentation. Submit it to National Office weekly.